

MCAC MANAGED CARE SUBCOMMITTEE

Beneficiary Engagement

August 31, 2018

Welcome and Introductions

Marilyn Pearson, MCAC Representative

Jenny Hobbs, MCAC Representative

Debra Farrington, DHHS Program Staff

Sharon McDougal, DHHS Program Staff

Agenda

- **Welcome and Introductions**
- **Approval of past meeting minutes**
- **Medicaid Transformation Update**
 - **Procurements**
 - **Managed Care Timeline**
- **Beneficiary and Stakeholder Communications**
 - **Draft Communications Approach and Timeline**
 - **Suggested Topics**
 - **Beneficiary Fact Sheet**
- **Review Draft Report to MCAC**
- **Public Comments**
- **Next Steps**

Approval of Minutes 2018

- April 9, 2018
- May 7, 2018
- June 6, 2018

Medicaid Transformation Update

Enrollment Broker

Prepaid Health Plans (PHPs)

Ombudsman Program

**Resource Directory Platform
RFP**



NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

“DHHS Awards Contract for Medicaid Managed Care Enrollment Broker Services to Maximus Inc.”

- **Awarded 8-2-18**
- **Major milestone in transformation process**
 - **1st contract award**
- **For additional information on Maximus**
<https://www.maximus.com/>

Anticipated Managed Care Timeline

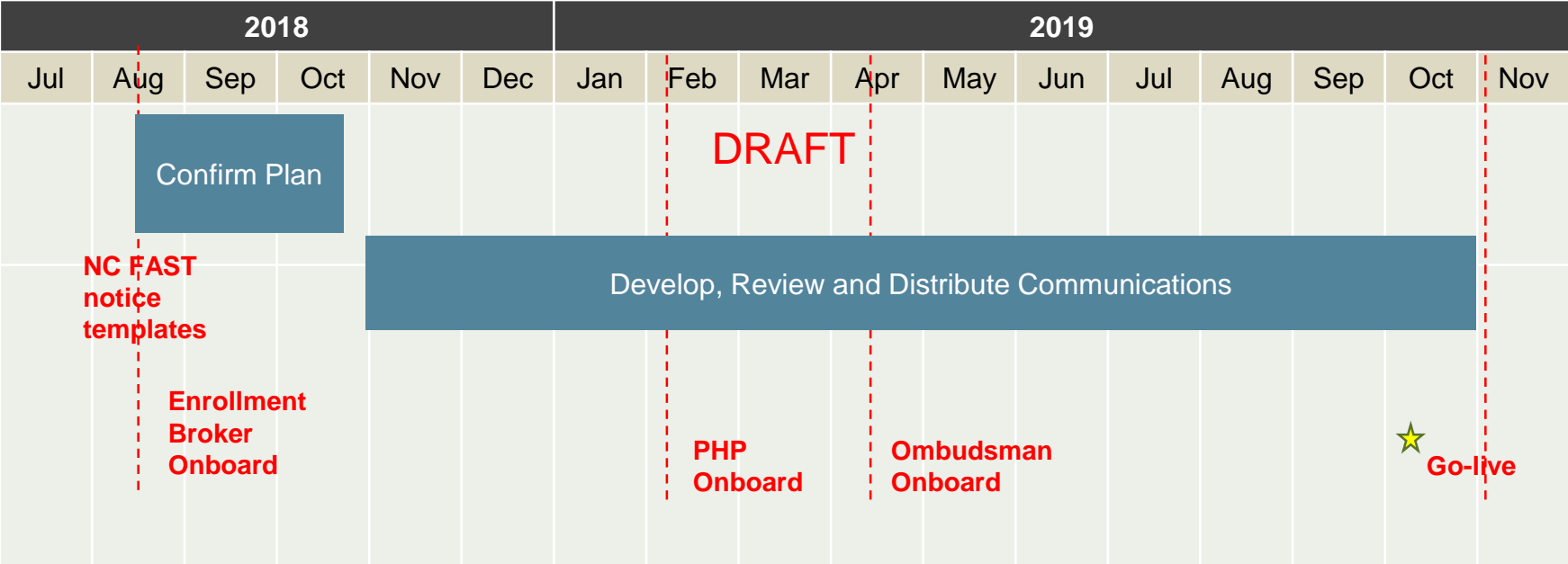
Feb 2019

Feb 2020

- February 2019: Award PHP Contracts
- July 2019 – September 2019: Open Enrollment for Regions in Phase One
- November 2019: Phase One Launch of Medicaid Managed Care
- October 2019 – December 2019: Open Enrollment Phase Two
- February 2020: Phase Two Launch of Medicaid Managed Care

DRAFT Proposed timeline for the Stakeholder Communication Approach

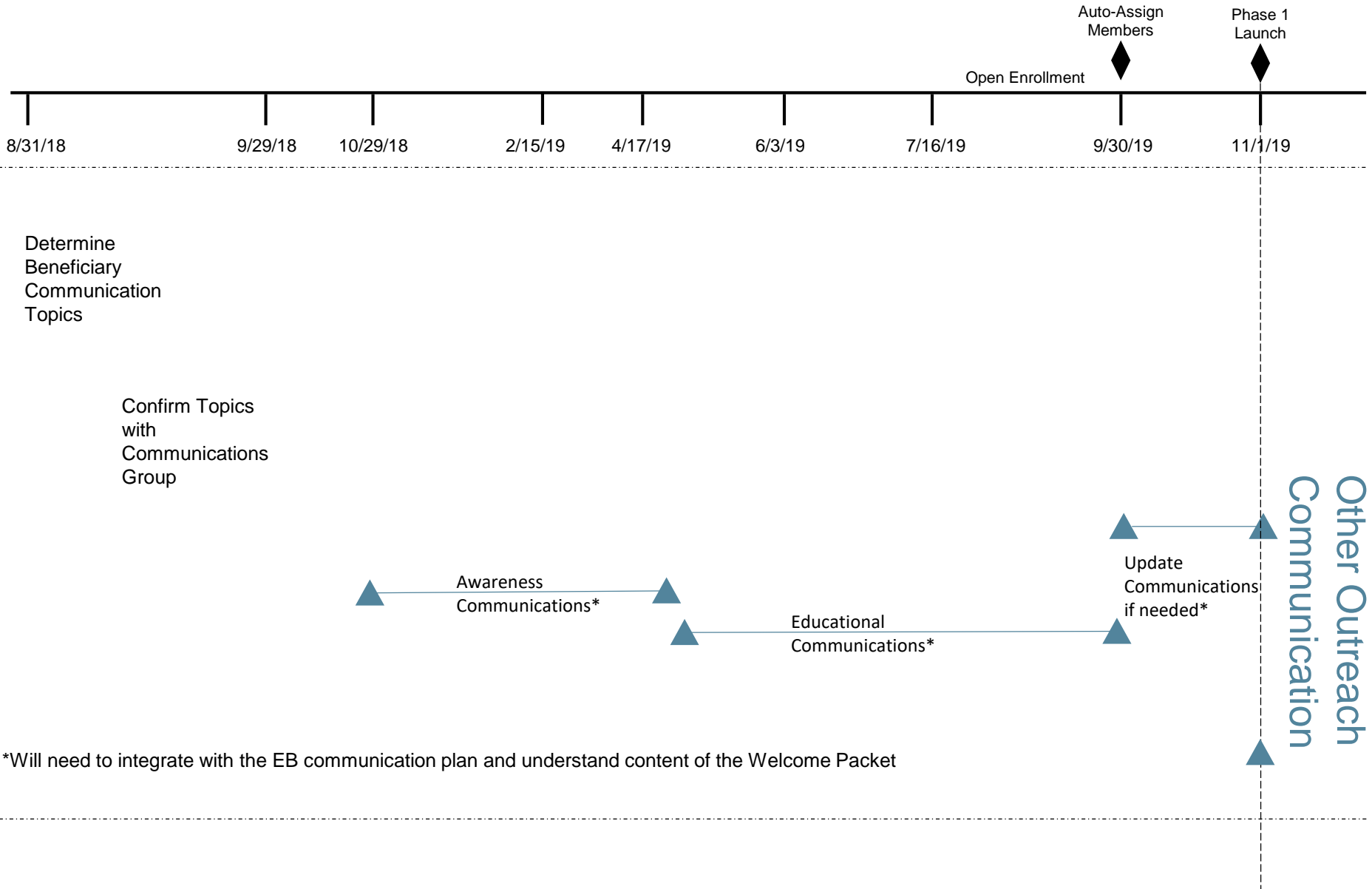
Each aspect of the communication approach will take time to develop. Below you will see a high level DRAFT timeline as well as a breakdown with more details. These details will be determined by the Communication subgroup.



1. **By 9/7/18-** Medicaid Leadership approval of approach
2. **By 9/7/18-**
 - a. Determine the initial topics and update the tracker to reflect the topics and due dates. Topics will continuously be added as the project progresses
 - b. Notice template development
3. **By 9/13/18-** Secretary Approval (approach and template)
4. **Beginning Oct. '18 Ongoing-** Develop, review and distribute the communications accordingly and complete by the noted due dates

*each topic identified will have its own timeline for developing, reviewing and distributing which will span across the September 2018-November 2019 timeframe

Engagement Communication Planning Approach-



Communication Topics – Suggested List

- What is Managed Care?
- An introduction to Managed Care
- Does Managed Care affect me? (*will include info about cost, copays*)
- What to expect as a Beneficiary
- Need help? Where do you go! (*incl. changing plans, driving folks to EB*)
- What are my rights?

Communication Topics – Suggested List (Cont'd.)

- **What if I have special needs?**
- **What needs to be done now? What happens next?**
- **How can I get involved?**
- **Managed Care Transition Update/Reminder**
- **Managed Care Has Begun**

Beneficiary Fact Sheet

- Department issued a fact sheet on August 9
 - Subcommittee members provided feedback
- Focused on 7 topics
 - Medicaid Managed Care is coming in 2019
 - Information and updates will be provided
 - Keep contact information up to date with DSS
 - Help will be available to choose a plan and enroll
 - Many things will stay the same
 - Rights will be protected
 - How to get more information
- Timeline of what to expect and when

Public Comments

NEXT STEPS

- **September 21, 2018 Report to MCAC**
- **Determine dates for next meetings**
 - **Beneficiary Notices**
 - **PHP Model Handbook**
 - **PHP Marketing Materials**

Appendix

Charter

- Review Beneficiaries in Managed Care concept paper and comments received
- Review recommendations for operations of Beneficiary Support System; i.e., PHP member services, Enrollment Broker, Ombudsman
- Address strategy and methods for engaging beneficiaries
 - Identify new engagement methods
 - Evaluate and make recommendations for leveraging existing bodies; i.e., Consumer Family Advisory Committee
- Discuss strategy for communicating with beneficiaries
- Review marketing and member materials

Managed Care PHP Regions

